

My Ref

Your Ref

Your contact for this matter is:

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Wednesday 6 May 2009

Dear Mr Wagstaff

Internal Review of Freedom of Information Request – West Lindsey District Council Complaints Policy and Procedures

Further to your email dated 23 April 2009 requesting clarification regarding file formats, I write to advise that an investigation has been undertaken concerning documents sent through the "whatdotheyknow.com" website.

It would appear that the letter dated 23 February 2009 was not posted on this website, copies are on the central file and it has become apparent that there was some confusion between the FOI Office and your one point of contact, as to who should send the response.

The volume of requests, along with on-going comments and emails from this website confused the situation, but I can clarify that this was not a file format error.

Nevertheless, the review was carried out, as requested, and a response sent by the Director of Strategy and Regeneration on 7 April 2009.

Yours sincerely

FOI Office

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